

AT&T Relay Services Initial Training Outline

I. Introduction to the Relay Service

- Explanation of the Relay Service
- Identifying customers who use the Relay Service
- Explanation of how the Relay Service works
- The role of the Relay Operator
- The customers expectations for Relay Service
- Comparison of a relay call to a call with an Operator
- Availability of Relay Services
- Code of Ethics - Rules for relaying calls
- Other Relay Operator requirements

II. Introduction to TTY

- Background on the TTY
- The parts of a TTY
- Connecting a TTY to the Telephone System
- Explanation of how a TTY works
- How to use a TTY to place a call
- Other communication devices

III. Introduction to the Work Station and Call Conditions

- The kind of equipment used by a Relay Operator
- Information available to the Relay operator about the customer
- How to prepare billing records for relay calls

IV. Steps for processing Basic Relay Calls

- TTY to Voice & Voice to TTY
- In-Call Replacement
- Relay Operator Relief Procedures
- Gender Request
- Relay Choice Profile (RCP)
- Personal Memory Dial (PMD)
- ASL Translation / Interpretation
- Virginia Department for the Deaf and Hard of Hearing (VDDHH)
- The Virginia Relay Customers
- ASL Translation/Interpretation as the Default for Virginia Relay
- ASL Grammar Rules
- Understanding ASL Translation/Interpretation
- Explanation of ASL Gloss
- Operator proficiency requirement in ASL / PSE Translation/Interpretation
- Procedures for obtaining Relief
- Identifying Translation/Interpretation preferences in the customers Relay Choice Profile

V. Introduction to Voice Carry-Over (VCO) Calls

- Explanation of Voice Carry-Over calls
- Procedures for processing VCO calls

1. Profiled
2. Not Profiled

3. TTY to Voice

4. Voice to TTY

VI. Introduction to Basic Relay Calls

A. Recorded Messages Play Back Device (PBD)

B. Procedures for placing calls to beepers/pagers

- Procedures for completing calls to toll free numbers such as 800, 866, 888, & 877
- Procedures for completing calls to directory assistance

VII. CSIDS Module

- Description of common CSIDS keys
- CSIDS Quick Reference
- Emergency
- Domestic "General" rate quote
- Domestic "Computed" rate quote
- International "General" rate quote
- International "Computed" rate quote
- Collect/Calling Card billing to International Countries
- Canada
- Frequently asked questions & key actions
- Keyword Help
- Emergency Calls
- What is considered an emergency call
- Steps for securing an emergency agency listing
- Emergency call handling procedures
- Alternate Billing
- Steps for handling alternate billing requests
- Collect
- Third number
- Detariffing Order
- Person to Person
- Calling Cards
- Commercial Credit Cards
- Prepaid Calling Cards
- Procedures for handling calls from a Coin phone
- Special Treatment Window
- Carrier of Choice (COC)
- Identifying COC calls
- COC specified in the customers Relay Choice Profile (RCP)
- COC requested during call set-up
- Customer indicates using a participating carrier's calling card
- List of participating Carriers of Choice
- Procedures for non participating carrier of choice requests
- Steps for completing billing of COC requests
- Introduction to Special Call Handling and Call Types
- 711 Dialing
- Spanish Voice and TTY transfers

VIII. 900 Pay Per Call

- Processing 900 number requests

- Processing 900 Pay Per Call requests when terminating to a recorded message
- Processing 900 Pay Per Call requests when answered by a live person
- Calls that cannot be completed to a requested 900 number
- 511 Virginia

IX. STS Overview

- Identifying a Speech-to-Speech (STS) customer
- Procedures for processing STS calls
- Telebraille Customers (Pacing)
- Hearing Carry-Over (HCO)
- Explanation of HCO calls
- Comparison of HCO calls to VCO calls
- Procedures for processing HCO Calls

X. Specialty Call Types

- Two-Line VCO or Voice Translation
- Reverse Two-Line VOC or Voice Translation
- Two-Line HCO or Hearing Translation
- Voice to Voice (VTV)
- Voice to TTY (VTI)
- VCO Privacy
- HCO Privacy
- Hearing to Hearing (HTH)
- VCO to HCO (VTH)
- Touch-Tone Carry-Over (TCO)
- 3-Way Calling
- Revised SLAM procedures
- SLAM procedures
- International Calls
- Calls Terminating to another Relay Center
- One Minute Hold Guidelines
- Customer Contact Process (Request for Supervisor or Customer Care Desk)
- Internet Relay
- DNIS Switched Calls
- Procedures for TTY to TTY calls
- Relay to OSD
- Relay to OSD to Relay
- OSD to Relay
- Introduction to OSD
- Explanation of Operator Services for the Deaf (OSD)
- Comparison of OSD to Relay Service and calls that are permitted through OSD

Appendix 3

CA Job Description

AT&T Communications Assistant Job Description

Communications Assistants are employed by providers of TRS to relay conversation between hearing disabled, speech disabled and voice customers. A Communications Assistant (CA) is a person who transliterates conversation from text to voice and from voice to text between two end users of Telecommunication Relay Services (TRS).

Required skills for the Communications Assistant:

- Typing speed minimum requirement of 60 wpm (FCC mandated requirement)
- Spelling accuracy
- Excellent Listening skills
- Good pronunciation and voice intonation
- Customer service skills
- Awareness of deaf community and culture, knowledge of ASL helpful
- Spanish Language Certification (for Spanish Language CA job function only)

Job Functions and Responsibilities for the Communications Assistant:

- Prompt acknowledgement and response to each relay caller
- Respond to any customer requests and/or inquiries directed toward CA by the TRS user
- Relay verbatim all conversations and messages between a TTY user or a speech disabled user and a voice caller, with accuracy and efficiency
- Remain uninvolved in customer conversation, no intrusion into conversational content
- Absolute confidentiality of any customer conversation and communication – adhere to strict code of ethics
- Prepare and send accurate billing records for each completed relay call

Additional comments:

Typing estimated at approximately 40-45% of job. CA's relay the full content, context and intent of the call to the best of their ability. Customers control the calls, CA's follow customer instructions for call placement. Strong service orientation required.

Appendix 4

Commitment Statement

OUR COMMON BOND

We commit to these values to guide our decisions and behavior.

RESPECT FOR INDIVIDUALS – We will treat each other with respect and dignity, valuing individual and cultural differences. We will communicate frequently and with candor, listening to each other regardless of level or position. Recognizing that exceptional quality begins with people, we will give individuals the authority to use their capabilities to the fullest to satisfy their customers. Our environment will support personal growth and continuous learning for all AT&T people.

DEDICATION TO HELPING CUSTOMERS – We will truly care for each customer. We will build enduring relationships by understanding and anticipating our customers' needs and by serving them better each time than the time before. AT&T customers can count on us to consistently deliver superior products and services that help them achieve their personal or business goals.

HIGHEST STANDARDS OF INTEGRITY – We will be honest and ethical in all our business dealings, starting with how we treat each other. We will keep our promises and admit our mistakes. Our personal conduct will ensure that AT&T's name is always worthy of trust.

INNOVATION – We will believe innovation is the engine that will keep us vital and growing. Our culture will embrace creativity, seek different perspectives and risk pursuing new opportunities. We will create and rapidly convert technology into products and services, constantly searching for new ways to make technology more useful to customers.

TEAMWORK – We will encourage and reward both individual and team achievements. We will freely join with colleagues across organizational boundaries to advance the interest of customers and shareowners. Our team spirit will extend to being responsible and caring partners in the communities where we live and work.

By living these values, AT&T will achieve a standard of excellence worldwide that will reward our shareholders, our customers, and all AT&T people.

Signature

Name (Print)

Manager

Date

AT&T PROPRIETARY – Use Pursuant to Company Instructions

Appendix 5

In-Call Replacement Guidelines

In Call Replacement

Definition: Guidelines for transferring ARS calls that are in progress to a relief OPR in accordance with FCC requirements.

FCC Requirement: An OPR answering and placing an ARS call must stay with that call for at least 10 minutes before an in-call OPR transfer can take place. Speech To Speech In Call Replacement time is 15 minutes.

Guidelines:

- FCC amended former guidelines to minimize disruption during relay calls by establishing a minimum time that an OPR must stay with a call
- FCC sought to reduce potential disruption and make ARS calls more functionally equivalent to Voice telephone calls
- In Call Replacement time will run concurrent with the relay call, which means it is 10 or 15 minutes of billable time
- Once the forward number is answered, the OPR must stay with the call for the required In Call Replacement time (10 or 15 minutes)
- In Call Replacement time is required any time the OPR is scheduled to log off (i.e. break/lunch/end of tour/development session/etc...)
- After you have fulfilled the In Call Replacement time, transfer the call in the usual way
- If OPR receives a call at their scheduled log off time and they have not dialed out to the forward number, the call can be transferred to a relief OPR
- If OPR reaches an answering machine/Interactive recording requiring use of the PBD the OPR will stay with the call for 10 minutes of billable time to avoid disruption of call or a manual relief

Appendix 6

Relief of CA, Specialty Call Guidelines

Relief of CA, Specialty Call Guidelines

Physical/Manual Relief

Definition: Physically relieving another OPR who is handling a specialty call such as Two Line VCO, VIV, VTT or Speech To Speech.

- Continue to process the call until the In Call Replacement time has been fulfilled
- When relief OPR is available and at the first appropriate time, log off and unplug headset
- Relief OPR will plug in at position and log in
- Relief OPR should inform both customers of the relief, with the exception of a Two Line VCO call where only the VCO user is notified of OPR relief
- Relief OPR will continue to process the call in the usual way
- Makes the transition as quickly and efficiently as possible so that the conversation is not interrupted

Appendix 7

AT&T CA Code of Ethics

AT&T COMMUNICATIONS ASSISTANTS

CODE OF ETHICS

1. Communications Assistants will keep all call information strictly confidential. The only exception to this is if a call has to be transferred to another CA or the In-Charge Desk.
2. Communications Assistants must never give out telephone numbers.
3. Communications Assistants must never give out information about themselves except their gender and CA number.
4. Communications Assistants will convey the content and spirit of the speaker.
5. Communications Assistants will not counsel, advise, nor express personal opinions except about the tone of voice of the voice person.
6. Communications Assistants, as employees of AT&T, will strive to maintain high professional standards in compliance with the Code of Ethics and AT&T's Code of Conduct.

I have read and understand each of the Codes and I hereby Pledge to Abide and uphold the Code of Ethics.

Signature

Name

Date

Manager

AT&T PROPRIETARY – Use Pursuant to Company Instructions

Appendix 8

CA Pledge of Confidentiality

PLEDGE OF CONFIDENTIALITY

I, the undersigned Communications Assistant for the Virginia Relay Service, do hereby recognize the serious and confidential nature of the position and therefore promise in all good faith and conscience to abide by the following guidelines:

1. Under no circumstances will I disclose to any individual the identity of any caller or information I may learn about a caller while relaying his/her messages.
2. Under no circumstances will I act upon any information I may learn while relaying.
3. Under no circumstances will I disclose to anyone the names, schedules, or personal information of any fellow Communications Assistants or supervisor working here at the Virginia Relay Center.
4. I will share upon request any information about a caller with persons who have a supervisory function over my work.
5. In the event of my resignation or termination of my employment, I will continue to hold in strictest confidence all information related to the work I have performed as a Virginia Relay Service Communications Assistant.

Signature

Name

Date

AT&T PROPRIETARY – Use Pursuant to Company Instructions

Appendix 9

Code of Virginia §8.01-44.3

§ 8.01-44.3. Divulgence of communications by qualified interpreters and communications assistants.

If the content of any communication which is facilitated for compensation in the professional capacity of a qualified interpreter, as defined in § 51.5-113, or in the professional capacity of any communications assistant employed by the statewide dual party relay service established under Article 5 (§ 56-484.4 et seq.) of Chapter 15 of Title 56, is divulged by such interpreter or assistant, any such party to the communication aggrieved by such divulgence may recover from such interpreter or assistant the greater of (i) actual damages sustained, together with costs and reasonable attorneys' fees, or (ii) \$100. No such recovery shall be permitted if the interpreter or assistant and the parties to the communication have agreed that the interpreter or assistant may divulge the content of the communication.
(1992, c. 614.)

Appendix 10

Play Back Device Guidelines

Play Back Device (PBD)

Definition: An audio recording device used to record and play back recorded messages so the OPR is able to accurately relay the complete message verbatim.

- When a recorded message is reached activate PBD. (i.e., Answering machine, SLAM, Voice Mail, 900, etc...)
- Wait until the complete message is recorded before typing.
- If a few words are missed before using PBD, type missing text in Scratchpad and include it when typing the message.
- If too much text is missed at the beginning, drop the line and redial with PBD in record mode while the line is ringing.
- Use PBD on the initial menu AND sub-menus.

**** PBD is only used for recorded messages. PBD is not used to record any live conversations. Doing so would be in violation of ADA laws, state contracts and AT&T's Code of Conduct.**

Appendix I1

STS Educational Materials 2007

Speech to Speech

Print Ads, Brochure

Speak Your Mind—Anytime.



**Tell your patients and loved ones about Speech-To-Speech,
an easy-to-use, state-of-the-art calling feature from Virginia Relay!**

You may think of Virginia Relay as a telephone service only. But the deaf, DeafBlind or hard of hearing, but did you know we also offer a feature called Speech-To-Speech (STS) for people with mild to moderate speech disabilities.

To share an STS call, the person with a speech disability, dial 7-1-1 to reach Virginia Relay. A specially trained Communications Assistant will listen to everything the STS user says and repeat it verbatim to the other party. When the other party responds, the STS user knows exactly what is said. STS is ideal for those with cerebral palsy, multiple sclerosis, muscular dystrophy, and Parkinson's. It's also great for stroke survivors and people who stutter.

Simple to use—just dial 7-1-1 on our dedicated 5-line number: 1-800-271-6794.

- No typing or special equipment required.
- Call any standard phone number.
- Available 24/7 (including holidays).
- Free local calls.
- Confidential and secure.

**To learn more, visit www.varelay.org or
call 1-800-552-7917 (voice/TTY) today!**

 **Virginia Relay** 
DIAL 7-1-1

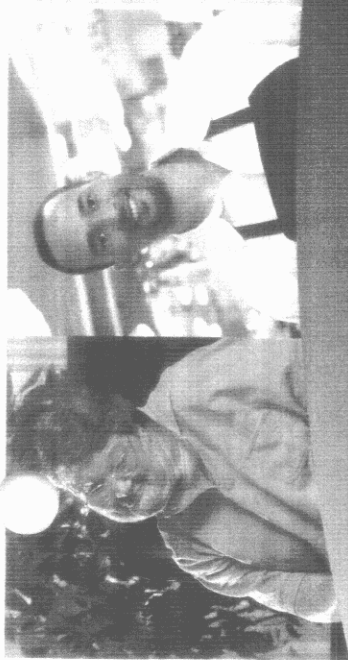
Virginia Relay is a public service that enables people who are deaf, hard of hearing, DeafBlind or speech disabled to communicate with any standard phone user.

Speak Your Mind— Anytime

Speech-To-Speech



 **Virginia Relay** 
DIAL 7-1-1



What is Virginia Relay?

A free public service, Virginia Relay connects people who are deaf, hard of hearing, DeafBlind or speech disabled with standard telephone users, relaying the conversation between both parties. By law, all conversations are kept confidential, giving users the freedom to speak their mind—anytime.

Anyone can make a Virginia Relay call, simply by dialing 7-1-1.

Visit our Web site: www.VARelay.org

- Learn more about our calling features, including STS
- Download newsletters and brochures
- Read FAQs
- View step-by-step instructions on how to make a Virginia Relay call
- And more!

Virginia Relay
1602 Rolling Hills Drive, Suite 203
Richmond, VA 23229-5012

To reach Virginia Relay Customer Service, dial 1-800-552-7917 (voice/TTY).

www.varelay.org

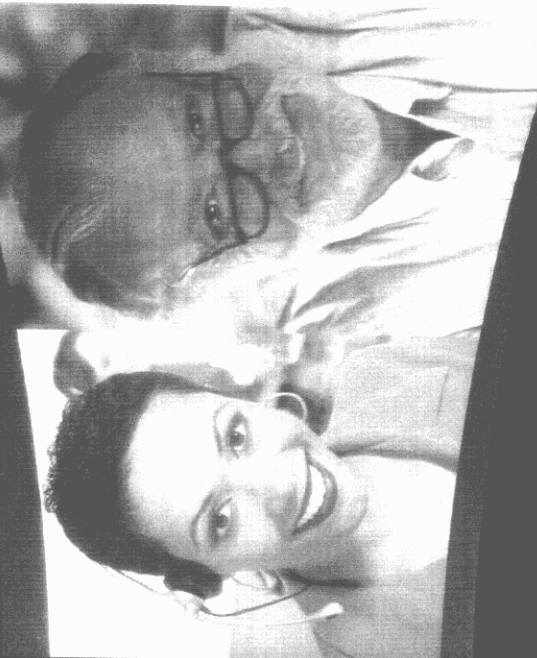
frontdesk@vddhh.virginia.gov

 *Virginia Relay* 
DIAL 7-1-1


VDDHH

Speak Your Mind— Anytime

Speech-To-Speech



 *Virginia Relay* 
DIAL 7-1-1



ay is proud to make telecommunication
ch day for the thousands of people with
speech loss in our state. What's more,
ay gives them the freedom to call any
one user, anytime, day or night.

with mild to moderate speech disabili-
n hear clearly over a standard telephone,
eech-To-Speech, or STS.

How STS works:

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other person responds, the STS user
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STS is ideal for people with speech limitations due to:

- Cerebral palsy
- Multiple sclerosis
- Muscular dystrophy
- Parkinson's disease
- Stroke
- Stuttering
- Traumatic brain injury
- Laryngectomy

Easy to keep in touch

Through STS, people with speech disabilities can keep in touch with friends, family members and business associates easily—and regularly. And since Virginia Relay CAs are skilled at listening to a variety of speech disorders, STS users can communicate with their own voice, voice synthesizer, voice enhancer or other assistive voice device. Users can also choose to have their voice muted to the other party (STS with Privacy) or to have the CA assist only when needed. No typing or special equipment is required.

Standard phone users can contact STS users too, simply by dialing 7-1-1.

Confidential and secure

Virginia Relay CAs communicate the spoken words to the other person exactly as given and by law, maintain absolute confidentiality. CAs do not participate in the conversations.

Call anytime!

Virginia Relay is available 24 hours a day, 365 days a year, with no limit on the number or length of calls a user may make. There's no charge to use Virginia Relay within the local calling area, and there are no set-up fees. Anyone can initiate a Virginia Relay call by dialing 7-1-1.

Advanced features for STS users Relay Choice Profile

Virginia Relay highly recommends this feature that allows users to establish a personal profile. The profile lets the CA automatically know the communication preferences. A Multi-User Relay Choice Profile is also available for more than one user at the same business or home location.

STS with privacy

When an STS user requests this option, only the CA will be able to hear the user's voice, not the other party.

Spanish calls

Virginia Relay offers many features for Spanish speakers, including STS and Spanish-to-English and English-to-Spanish translation.

Contact us

To learn more about STS and Virginia Relay, call 1-800-552-7917 (voice/TTY).



In an emergency, please dial 9-1-1 directly!

Appendix 12

AT&T Emergency Action Plan for Virginia Relay Center (Non-proprietary)

AT&T Relay Services (ARS)

Norton, VA.

Work Center Disaster Recovery Plan

Plan Owner: L'Tanya Johnson

Disaster Recovery Team Leader: Cathy Peeples

Disaster Recovery Team Leader Back-up: Rosemarie Riggs , Brenda Neely

Plan Steward: Patti Migliori

NON - PROPRIETARY COPY